



SUPERIOR COURT OF CALIFORNIA COUNTY OF MENDOCINO CLASSIFICATION SPECIFICATION



CLASS TITLE	COURT SERVICES TECHNICIAN IV
CLASS CODE	873656
REPORTS TO:	COURT SERVICES MANAGER I/II
FLSA STATUS	N

Descriptions provided at the higher-level build on and include all of the skills listed for the previous levels within the Court Services Technician Series. Some of the requirements listed for a level may not be representative of all employees at that level. Employees at one level may have some of the requirements associated with a higher level.

JOB SCOPE AND DISTINGUISHING FEATURES:

This is the advanced journey-level lead worker classification of the series. Incumbents, under general supervision, perform duties that are complex and technical in nature and require advanced expertise and specialized knowledge. Incumbents are required to perform work requiring significant independent judgment in the interpretation and application of rules, procedures, and policies; and lead, training and mentor staff. The Court Clerk IV will provide direction to a division in the absence of the Court Services Manager.

Impact is significant and affects workflow and the quality or timeliness of internal/external customer service. Completes a broad variety of assignments, requiring high levels of coordination and influencing others outside of the department (e.g. coordination of court processes).

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Applies in-depth understanding of the court's internal policies to coordinate the effective execution of all assigned tasks.

Routinely plans/assigns/schedules work for others or coordinates work activities.

Resolves most exceptions using policies and precedents available for reference.

Carries out lead worker responsibilities including: training in job skills, assigning and directing work, making recommendations in performance appraisal and reporting problems to the supervisor.

Serves as a technical resource within assigned unit of court operations, answering complex questions and resolving issues.

May conduct legal research and assist in the review of policies, procedures and administrative matters and make recommendations for revisions.

Attends court sessions and processes documents and actions to include: recording proceedings and court actions in summary and/or narrative form to accurately reflect case proceedings; reviewing case files and advising judge, attorneys, litigants on sufficiency and timeliness of documents and files; updating calendar and notifying parties of changes; reading verdicts; administering oaths; marking and maintaining records of exhibits; computing and collecting fees, fines and/or bail and issuing receipts; disposing of cases; and providing assistance to judges.

Processes appeals including: gathering applicable files; notifying court reporters of transcripts that will be required; and forwarding information to applicable court.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)(Continued)

Processes felony documents including: ensuring information is accurate; binding cases over to Superior Court; entering applicable information into the computer; printing minutes; setting up and maintaining case files; and forwarding to applicable court.

Assigns attorneys to officiate over settlement conferences, mailing out notices and issuing court orders related to same.

Answers telephone calls and greets visitors and the general public, provides customer service and support; responds to inquiries and/or directs individuals to the appropriate area or assists them with information; accepts fine payments; sets up court dates; checks court records, receives citizen complaints, and directs calls and messages to appropriate person.

Retrieves, opens, stamps, sorts, and distributes incoming, interoffice, and outgoing mail. Receives and distributes faxes and email.

Processes citations, criminal complaints, motions, orders and/or other complex legal documents, to include: examining documents for completeness, validity and jurisdiction; filing documents; completing related forms; setting up payment plans; sending orders; preparing, issuing and recalling warrants; transferring citations; and disposing of cases.

Enters and retrieves citations and other legal information from a computer terminal and uses the computer system to retrieve a variety of daily, monthly and yearly reports.

Drafts minute orders, declarations, proofs of services and notices and forms of verdicts; completes prison commitments and warrants of death, when required.

Prepares and maintains court calendar, pulls and organizes related files and re-files information.

Keeps court statistics

Coordinates jury logistics

Examines status of cases and notifies appropriate agencies of findings.

Receives, accounts for and issues receipts for money.

Generates cash reports, counts monies, balances same and/or makes bank deposits.

Performs background checks by accessing computer information, completing research forms and forwarding to requesting party.

Sets up files for clients/cases, files information, distributes to staff members and maintains same.

Makes certified copies of legal documents and/or indexes same.

Contacts Sheriff's Office to arrange transports.

Processes bail bonds.

Types letters, memos, labels, etc. or other correspondence on a word processor or typewriter.

Files and retrieves documents in an orderly fashion so that materials can be easily located.

Disseminates a variety of information to various agencies, divisions, or departments via telephone, mail, email or fax.

ADDITIONAL JOB FUNCTIONS (NOT CONSIDERED ESSENTIAL)

Photocopies reports, citations, memos, and other documents.

Monitors availability of informational forms, applications and handouts

Verifies and investigates reports and return mail; completes related searches and updates computer system.

May serve as backup for other positions within the department.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal

General Office Equipment and printers

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED; and,

Five or more years of progressively responsible court system or relevant experience including exposure to the technical expertise of performing court services clerical/administrative support functions and providing leadership, training, and guidance to other employees.

Licenses and Certifications:

Typing/keyboarding certificate, less than four years old, showing a minimum of 40 words per minute.

Possession of a California Driver's License or the ability to travel from one court location to another as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

In depth knowledge of:

Policies and procedures and departmental operating standards in assigned department.

Courtroom operations and protocol, including administering oaths and marking exhibits.

Record keeping, report preparation, filing methods and records management techniques.

Basic accounting processes.

Basic supervisory techniques.

Customer service techniques.

Correct English usage (written and spoken), including spelling, grammar, punctuation, and vocabulary.

General office procedures, policies and practices, as well as basic knowledge of computer/ADT and other general office equipment.

Applicable state, federal and local ordinances, laws, rules and regulations.

Standard business arithmetic, including percentages and decimals

All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

Organizing, assigning, leading and reviewing the work of staff.

Using tact, discretion, initiative and independent judgment within established guidelines.

Analyzing and resolving office administrative situations and problems.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Operating and routine maintenance of general office machines such as copiers, facsimile machines (FAX), and telephone systems.

Using a computer to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Mental and Physical Abilities:

Ability to work at a public counter

Ability to work rapidly and accurately in a fast paced, high-pressure environment.

Ability to communicate effectively and deal with people of diverse socioeconomic backgrounds and temperaments.

Ability to demonstrate tact and diplomacy.

Ability to read and comprehend instructions, citations, orders, routine correspondence and memos.

Ability to understand and carry out oral and written instructions.

Ability to establish and maintain effective working relationships

Ability to solve problems involving several concrete variables in standardized situations.

Ability to ascend and descend stairs while carrying files, exhibits, documents, case buckets, supplies, equipment, etc.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

Physical ability to lift light articles, sometimes weighing up to 20 pounds and carrying of objects weighing up to 20 pounds; pushing and/or pulling objects weighing up to 20 pounds. Some duties may require carrying files through hallways and negotiating stairs. Lifting positions may be from the floor to the waist, and/or from the waist to an overhead position.

Working Conditions:

Work is performed in an office and/or courtroom environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.